



Customers with Disabilities Policy

Policy

SNS Industrial Group takes pride in working with customers with disabilities and is committed to providing a safe, convenient, and dignified sales experience for its customers with disabilities.

Branch Access and Facilities

The Cambridge and St. George offices are wheelchair accessible via the front entrance. The Mississauga and London branches each have one step, and an employee would be available to assist if needed to access the front door. Each branch office allows service animals to enter, with the exception of the machine shop area at the rear of the St. George branch, and shipping and receiving areas for safety reasons.

Assisting Customers with Disabilities - Merchandise

Customers with disabilities who are picking up product at the branches may receive assistance from branch employees in carrying merchandise out of the branch office.

Assistive Devices

A customer may need to use an assistive device to enable him/her to access SNS Industrial's services. This could include a wheelchair (see above) or other piece of mobility equipment (cane, walker, scooter, oxygen tank, etc.) or a device that permits the customer to communicate more effectively (magnifier, GPS, audio player, amplification device, computer, communication board (communicates symbols, words or pictures), speech generating device ('speaks' when a symbol, word or picture is pressed), etc.). SNS Industrial respects and permits the use of assistive devices except in the back shop area of St. George if the device would pose a hazard.

Service Animals

Service animals are permitted to enter SNS Industrial branches as companions to customers with disabilities.

In many cases, given the type of animal and/or the animal's identifying markings (eg. a harness), it will be readily apparent that the animal is a service animal and the animal shall be permitted to enter the store without question.

In certain cases, it may not be easy to identify an animal entering the store as a service animal. In such cases, for health and safety purposes, an SNS Industrial employee shall ask the customer to confirm that the animal is a service animal. SNS Industrial may deny admission of the animal into the store until such time as the customer can produce a tag or card or other document from a public health authority or medical practitioner confirming that the animal is a service animal. If the customer provides a document, it must be on official letterhead from the issuing health authority or medical practitioner and it must contain a telephone number. If the SNS associate questions the validity of a document provided by the customer, the customer should be granted temporary access and a copy of the document should be made so that the authenticity of it can be immediately determined by calling the telephone number on the document. If the document's authenticity cannot be verified, the customer should be informed and asked to remove the animal from the store.

Support Persons

Support persons are welcome to accompany and provide assistance to customers with disabilities in SNS Industrial Branches.

SNS Industrial Group Employees

Customers with disabilities are encouraged to ask SNS Industrial Employees for assistance with any needs that may arise while at any branch location. SNS Industrial employees should attempt to provide assistance to customers with disabilities and in doing so should openly and politely engage the customers. If the SNS Industrial associate is unsure how best to provide assistance, then the employee should ask Head Office Administration (Jody Gunn) for assistance and/or the SNS Industrial Group Employee should also ask the customer how he/she believes SNS Industrial Group can be of assistance.



Training:

SNS Industrial Group Employees receive training about customers with disabilities through computer information training and/or verbally. For newly hired employees, training is to be completed within one (1) month of being hired. Instruction is provided on the following, among other things: the concept of accessible service, how to interact with customers with disabilities; understanding the use of assistive devices, support persons and service animals; how to help those with disabilities access SNS Industrial services, the process of providing feedback by a customer, an overview of the Accessibility for Ontarians with Disabilities Act, 2005 and its requirements, and the contents of this policy.

Disruption of Services

In Ontario, if a branch office experiences a disruption of a service (whether planned or not) that may impact a customer with a disability, a notice will be posted by the front door and at the location of the disruption to alert customers of the disruption. The notice will advise of the location of the disruption, the reason for the disruption, how long the disruption is expected to last and a description of alternative facilities or services available (if any). For example, construction at front wheel chair accessible entrance.

Provision of Feedback

A notice will be posted on our website indicating the various ways in which a customer with a disability may provide feedback about his/her customer experience at SNS Industrial. These include, but are not limited to, verbally in person or by phone, fax, email written letter, or any other way suitable for the customer. Feedback may be given to sales staff, branch manager, or administration at head office. A similar notice will be posted at our online web site. A Customer Feedback form is available and will be sent to each branch.

Availability of Policy and Notices

If a customer with a disability requests a copy of this policy and/or any of the notices below, a copy should be provided in a format that accommodates the customer's disability. (For example, reading over the phone or providing large print.)

Resources:

Printed Material:

SNS Customers with Disabilities Contacts
SNS Customer with Disabilities Policy
SNS Training Manual

Forms:

SNS Disruption of Service, SNS Customers With Disabilities Feedback Form

Contacts:

Administration: Jody Gunn